McAfee Gold Business Support Handbook

Version 1-2011

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Welcome to McAfee Gold Business Support. Our goal is to help you get the most from your products and provide your organization the best possible security. McAfee Support helps you combat today's threats , provides best practices to deploy and maintain your products, and addresses potential issues quickly and efficiently so you can focus on your business.

Product updates/upgrades

- Stay secure with the latest versions of your products – included with Gold Business Support
- Protection from the latest threats with daily updates of anti-virus signature files
- New update notifications through the Support Notification Service

Online services

- Online KnowledgeBase for easy access to solutions
- McAfee Virtual Technician to resolve many common issues automatically
- Chat and web support for opening and monitoring cases
- Online documentation and FAQs for each product
- Video tutorials showing product demonstrations and configuration walkthroughs
- Notification of changes in open support service requests

Telephone access to skilled technicians

- Support that is available 24/7, whenever a problem or outbreak may occur
- Unlimited number of calls to McAfee Technical Support
- Regular updates on the status of open cases
- Support technicians who are certified with high-skill security qualifications
- Remote debugging and re-configuration tools for rapid fault resolution
- Support in multiple local languages

Product evaluations

- Online McAfee Global Solutions Lab to test upgrades, new products, and new configurations
- Free trials of new products available for download
- New feature requests for enhancements to products

Outbreak analysis and alerts

- Submit spam or virus samples for analysis
- New threat notification

Support Terms and Conditions

For information on McAfee's Support Terms and Conditions, see:
http://www.mcafee.com/us/support/support_terms_n_conditions.html

NOTE: Some support services may not be available on all products.

Getting Started

McAfee provides a wide range of tools and resources to help you get the most from your products and ensure that any problems are resolved as quickly as possible.

Grant Number

Your Grant Number is the key to obtaining the benefits of your McAfee support, including product downloads, updates, access to the McAfee Technical Support ServicePortal and Technical Support Technicians. You should receive your Grant Number by email after purchasing a McAfee product. Your Grant Number should be kept in a safe place as without a Grant Number, it may take significantly longer to submit a support call or access online content.

If you lose your Grant Number you can re-request your Grant Number by contacting McAfee Customer Service here: https://secure.mcafee.com/apps/support/customer-service/request-form.aspx.

Setting up your ServicePortal Account

Setting up an account on the McAfee ServicePortal https://mysupport.mcafee.com/ enables you to submit online support cases, track cases, use online Chat Assistance and customize ServicePortal content.

To set up an account for the first time, click “New User” in the User Login section of the ServicePortal. You will be prompted for your name, email address, Grant Number, and preferred language. Passwords must include uppercase characters, numbers, and at least one special character.

The email address domain name you use should match all other users registered with that Grant Number. If you need to register with a different domain name, contact Customer Service.

Checking your Entitlements

Once you have logged into the McAfee ServicePortal you can check your support Entitlements by selecting View All My Company Entitlements under Interactive Support.

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Deploying your Products

Deployment Assistance Tools

Before installing a product McAfee recommends users review the tools available within the McAfee ServicePortal https://mysupport.mcafee.com to assist you in making your product deployment and configuration as easy as possible.

Product Documentation and Walkthrough Guides

The Product Documentation link on the McAfee ServicePortal provides access to product release notes, installation guides and product guides by product, allowing users to quickly obtain important information of their products.

Quick Tip Videos

The McAfee Multimedia Library hosts a number of quick tip videos that cover some of the useful configuration and installation options f deploying McAfee products.

http://www.mcafee.com/apps/view-all/multimedia.aspx

Online Evaluation Environments

The Global Solutions Lab (GSL) gives you hands-on access to test the deployment and upgrading of McAfee products in virtual environments before deploying to a live environment. These environments allow you to walk through a full product upgrade to familiarize yourself with any changes and enhancements and to mitigate any possible issues you might encounter.

Register using your email address at https://www.mcafee.com/gsl.

Training and Professional Services

If you would like assistance with your deployment or checking the health of your installation McAfee offers a number of professional services. For on-site assistance contact McAfee Solution Services at solution_Services@mcafee.com

Smaller organizations can use our QuickStart services http://www.mcafeequickstart.com/ that offer remote deployment and health check services.

McAfee also provides a number of comprehensive online and classroom training courses, for more information visit:
http://www.mcafee.com/us/enterprise/services/education/index.html

Downloading Your Products

McAfee constantly enhances its products to combat new attacks and prevent data loss. Regularly upgrading products ensures that systems have the maximum level of protection, while minimizing the possibility of encountering an issue that has already been addressed in a later version.

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McAfee Downloads Portal

McAfee software can be downloaded from the McAfee Downloads portal. Authenticate with your Grant number to display all of the products available for download under your support contract.

http://www.mcafee.com/us/downloads/

Patches and Hotfixes

Software updates for most McAfee products are available from the ServicePortal. Click the **Download Product Updates** link under **Self-Service**.

To access software patches and upgrades for former Secure Computing products, see:
https://www.securecomputing.com/index.cfm?skey=246

Hardware Support

McAfee Hardware Technical Support provides a maintenance program for service and repair of McAfee appliances. There are several Hardware Support Programs available to assist customers with the peace of mind to have their appliance diagnosed quickly in the event of a failure or other issue. For more information on McAfee Hardware Support, see:

http://mcafee.com/us/local_content/datasheets/hardware_support_user_guide.pdf

Activations

Some McAfee products including McAfee Firewall Appliances, McAfee SmartFilter, and McAfee Web Reporter require activations.

If your product requires activation, go to:
https://www.securecomputing.com/index.cfm?skey=231

Configuring ePolicy Orchestrator for Updates/Upgrades

McAfee recommends that you use McAfee ePolicy Orchestrator® (ePO™) to automate the deployment of your McAfee software, updates, and virus definitions. For instructions on how to deploy updates via ePolicy Orchestrator, see the ePolicy Orchestrator Product Guide.
https://mysupport.mcafee.com/Eservice/productdocuments.aspx

A QuickTips video walkthrough is also available:
http://www.mcafee.com/us/resources/tutorials/epolicy-orchestrator-quicktips-video.html

Keeping your Products Current

To address the constantly evolving threat landscape and deliver the most innovative and cost-effective products, McAfee regularly releases new product versions and discontinues old ones.

To ensure you are using the most current product version, see:

https://www.mcafee.com/us/enterprise/support/customer_service/end_life.html

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Staying Protected

To keep you up to date on the latest threats and product updates, McAfee offers a number of alerting services and online resources.

Alerts

Support Notification Service

The Support Notification Service (SNS) delivers product information to you by email — End of Life, patch and upgrade notifications, threat reports, DAT notices, and critical alerts that require immediate attention. This information helps you get the most out of your McAfee security investment — and helps you avoid problems by keeping you up to date.

To sign up for SNS, go to:

http://my.mcafee.com/content/SNS_Subscription_Center

McAfee Labs Security Advisories

McAfee Labs Security Advisories are notifications created by the global research team to map high-profile threats to the McAfee technologies that remediate against that threat.

Sign up for McAfee Labs Security Advisories at:

https://www.mcafee.com/us/threat_center/securityadvisory/signup.aspx

McAfee Labs DAT Notification Service

McAfee Labs DAT notifications inform you when DATs are ready to download. Every Monday through Friday, McAfee Labs posts the latest DATs to ensure that your product contains the most up-to-date detection and repair capabilities. In the event a security threat is discovered and McAfee Labs assigns a risk assessment to the threat that is Medium or above, you will be notified of the emergency DAT posting.

Sign up for the McAfee Labs DAT notification service at:

https://secure.mcafee.com/apps/mcafee-labs/dat-notification-signup.aspx

McAfee Labs Threat News

McAfee Labs Threat News is a notification about the latest information regarding threats that reach Low-Profiled, Medium, Medium-On-Watch, High, or High-Outbreak assessment levels. Details on the classification of threat levels are available at:

https://www.mcafee.com/us/threat_center/outbreaks/virus_library/risk_assessment.html

Sign up for McAfee Labs Security Advisories at:

http://www.mcafee.com/apps/mcafee-labs/signup.aspx

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Online Resources

McAfee Threat Center

The McAfee Threat Center provides a comprehensive list of top vulnerabilities and threats. It also contains links to useful tools for virus removal and McAfee Foundstone® tools that can simulate a vulnerable site to highlight common weaknesses.

The McAfee Threat Center includes:

- Sage journal—McAfee Labs' security journal, which provides insights into future security threats
- McAfee AudioParasitics—Podcasts on the latest threats
- McAfee Labs blog—Blogs from McAfee malware researchers
- Current malware and vulnerability descriptions—Rankings on the latest threats

Visit the McAfee Threat Center at:

https://www.mcafee.com/us/threat_center/default.asp

McAfee TrustedSource

The McAfee Trusted Source website provides precise information about email sender reputation by domain and IP address. It provides you with a view into current and historical reputation and sending patterns of sends, as well as analytical information such as country of origin, network ownership, and hosts for known senders within each domain.

It also includes a URL checking tool that provides status, categorization, and web reputation information for URLs in the TrustedSource Web Database (URLs organized into categories and reputation ratings for use in web filtering policies). You can also suggest categorization changes for URLs.

Visit TrustedSource at:

http://www.trustedsource.org

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Online Access to Definition Files

Many McAfee products require definition files, or DATs. The DATs contain the information that the anti-malware engine requires to properly detect threats and clean infections. The table below describes the various types of DAT files and when they are issued or used.

DAT type	Description
Daily DAT	The daily DATs contain only the latest virus information (with no scan engine) and are updated on a daily basis. Daily DAT files are downloaded automatically by your McAfee products. If you need to download a copy of the latest daily DATs, go to: http://www.mcafee.com/apps/downloads/security-updates/security-updates.aspx
SuperDAT	A SuperDAT is a one step executable update for your regular DAT files and the anti-malware engine used by your product. A SuperDAT can be used to update the DATs and engine when other update methods have failed, or if a system must be taken off the network. To download SuperDATs, go to: http://www.mcafee.com/apps/downloads/security-updates/security-updates.aspx
Beta DAT	Beta DATs are hourly builds of the daily DAT files with additional malware definitions that have been received recently. Beta DATs receive limited false positive testing and are recommended for use primarily on high risk systems or when an infection is not detected by the daily DATs. To download Beta DATS, go to: http://www.mcafee.com/apps/mcafee-labs/beta/dat-file-updates.aspx
Extra.DAT	Extra.DATs are temporary definition files delivered directly by McAfee Labs in response to submitted malware that is not yet covered in the daily DAT files. Extra.DATs are intended to provide emergency coverage until the new malware can be incorporated into the daily DATs. Extra.DATs automatically expire and are deleted when the extra detections are added to the daily DATs.

In addition to the regular DAT files, several McAfee products such as VirusScan Enterprise make use of our Global Threat Intelligence technology. Global Threat Intelligence supplements detection in the DAT signatures with real-time behavior analysis. You can reduce your company's potential exposure to threats by enabling this feature.

How it works

1. A user receives a file that the scan agent deems suspicious (for example, an encrypted or packed file) and for which there is no signature in the current local DAT files.
2. Using Global Threat Intelligence, the agent sends a fingerprint of the file for instant lookup in the comprehensive real-time database at McAfee Labs.
3. If the fingerprint is identified as malicious, an appropriate response is sent to the user to block or quarantine the new threat.

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Getting Help

Customer Service

Non-technical questions regarding licensing and support entitlements, such as recalling a forgotten Grant Number can be addressed by McAfee Customer Service via telephone or online submission, or review the most common customer issues at:

http://www.mcafee.com/us/support/customer-service-faq.aspx

Frequently Asked Questions about products formerly provided by Secure Computing can be found at: https://www.securecomputing.com/index.cfm?skey=297

Online Technical Resources

In addition to the features covered in the Deployment Assistance Tools section of this document, McAfee also provides online tools to resolve issues quickly and easily. The McAfee ServicePortal (https://mysupport.mcafee.com) is your starting place for a comprehensive, searchable collection of support tools, including the KnowledgeBase, product documentation, and software downloads. Make sure you log in to get the most value from the ServicePortal.

KnowledgeBase

The McAfee KnowledgeBase contains over 15,000 articles and provides a quick and easy way to find resolutions to your questions. It offers a powerful search feature and quick links to top searches, recently added content, common issues.

The **Search the KnowledgeBase** link on the McAfee ServicePortal provides the ability to use a query based search to find solutions to questions about McAfee Products. Query results can then be refined using filters on the left side of the page.

Up to 50 articles can be flagged as favorites on the KnowledgeBase home page, by clicking “Add to Favorites” at the top of an article. To removing an article from your Favorites, click My Favorites on the right side of the page, then click Remove beside the article name.

You can also **Browse the KnowledgeBase** by product and version.

McAfee Community

The McAfee Community enables you to connect with other customers to learn and share solutions about McAfee products. Community members can post discussions, form user groups, share documents, and write blog posts. You must register to post, so join today!

Visit the McAfee Community at http://community.mcafee.com.

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How to Submit Virus or Malware Samples to McAfee Labs

When submitting a sample to McAfee Labs for review, you may use either of two delivery methods:

- **McAfee ServicePortal**
  This is the preferred method for McAfee Labs to receive submissions from customers. When you use this method we can process and respond to samples more rapidly. You'll find instructions for using the McAfee ServicePortal/Platinum Portal in McAfee KnowledgeBase article **KB68030**.

- **Email**
  You can submit samples directly to McAfee Labs by attaching the file(s) in an email to virus_research@mcafee.com. When submitting samples via email, you must archive them in a password-protected Zip file with the password "infected" (all lowercase). For instructions on how to create a Zip file and password protect it, see these Microsoft articles:

  Using WinZip

  Using Windows File Compression

Submission Information

To help us speed the sample review process, please provide the following information along with your sample:

- A list of all files contained in the sample submission, including a brief description of where or how you found them
- What symptoms cause you to suspect that the sample is malicious
- Whether any security products find a virus (tell us the security vendor, its product name, the version number, and the virus name assigned to the sample)
- Your McAfee product information (product name, engine, and .DAT version)
- Any system details that may be relevant, including operating system and service packs

Finding Samples to Submit

McAfee KnowledgeBase Article KB53094 can assist customers in finding malicious samples on their systems.

What Not to Submit

Please do not send screenshots, anti-virus or HijackThis logs, or prefetch files through McAfee ServicePortal/Platinum Portal or email. Send only the suspected malicious files.

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Automatic Diagnosis and Remediation

One of the quickest ways to resolve a technical problem is with McAfee Virtual Technician (MVT). This is an automated tool can determine if McAfee products are installed, updated, and working correctly. An easy-to-follow interface allows for a seamless experience. Issues are proactively diagnosed and resolved where appropriate.

MVT can be run remotely on a client device using ePolicy Orchestrator (ePO-MVT)

https://kc.mcafee.com/corporate/index?page=content&id=PD22556

MVT-ePO packages can be downloaded here

http://mer.mcafee.com/enduser/downloadepomvt.aspx

MVT also can be manually executed on a client machine using http://mvt.mcafee.com from that client.

For detailed information on how to use MVT and a list of supported products, see:

https://mvt.mcafee.com/mvt/Documents/WalkThruGuide/en-us/MVTWalkThroughGuide.pdf

Endpoint Encryption Code of the Day

Customers with McAfee Endpoint Encryption who need to access to certain functions within the McAfee device encryption disaster recovery toolkit (SafeTech/WinTech toolkit), require a unique code that changes on a daily basis.

To access the Endpoint Encryption Code of the Day, log into the ServicePortal https://mysupport.mcafee.com and select **Endpoint Encryption Code of the Day** under **Additional Services** on the website banner.

Minimum Escalation Requirements (MER) Tool

The MER tool is a utility for collecting McAfee product and general system information to assist our technicians with diagnosing issues. The information collected by the MER tool includes an MSD report (or other OS equivalent), event logs, McAfee registry keys, McAfee log files, and current McAfee .EXE files. The exact files collected will differ by product and version. After the tool collects the necessary data, it will create a .TGZ (compressed) file you can send to our technician to analyze or escalate.

The MER tool is updated regularly. Download the latest version at:
https://kc.mcafee.com/corporate/index?page=content&id=KB59385

For additional information on how to use the MER tool, see:
http://mer.mcafee.com/enduser/lang/English/WebMERWalkthrough.pdf

Due to limitations in some operating systems and other concerns, the MER tool is not available for all products.

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Assisted Technical Support

If you require assistance from a Support Technician McAfee Gold Business Support provides Online Service Requests, Chat, and Telephone support. To help us resolve your issue as quickly as possible, please ensure that you have the following information available:

- Technical Support Grant Number
- Geographic location of the software installation
- Detailed description of the problems or errors
- Description of the hardware that the software is installed on, including the serial number or service tag where applicable (hardware must meet published McAfee specifications)
- Name and versions of any operating system, network, and software running with the McAfee software, including patches and fixes
- Minimum Escalation Requirements (MER) tool output (optional)
- If your service request needs to be escalated to a higher level of support you may be asked for additional files or details on your installation.

Service Request Number

A Service Request Number will be created for each new case opened and should be quoted on all queries regarding that request.

The status of open Service Requests can be viewed by logging into the ServicePortal https://mysupport.mcafee.com and selecting “View my open Service Requests” under “Interactive Support”.

Details for a specific service request can be viewed by clicking it on the status field. In the Updates section, you can see comments added by Support or add information that may help us resolve your issue.

Create an Online Service Request

To create a new Service Request, log in to the ServicePortal and click **Create a Service Request**. Complete all of the required fields and attach any additional log files or information that will assist your support technician.

Use the ServicePortal to submit non-critical issues. If you have a Severity 1 or 2 issue, please use phone support.

A McAfee support technician should respond to your service request within 24 hours.. Depending on the complexity of the issue, the technician may contact you by phone.

McAfee Support will make three attempts to contact you, each at least one business day apart. If we receive an out-of-office notification, we will postpone follow up attempts for that period. After three unsuccessful attempts, we will assume that your issue is resolved and send a notification that the request has been closed. You can call McAfee Support at any time within the next 30 days to reopen the request.

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Checking the Status of your Service Requests

The McAfee ServicePortal offers several options for viewing the status of your Service Requests.

- View My Open Service Requests
- View All My Service Requests
- View All My Company Service Requests

Chat Support with Remote Assistance

Log in to the ServicePortal to use chat support. You can use chat to check the status of existing cases or work with a technician for interactive problem solving. Currently, chat support is offered in English only and is not available for all products.

After you initiate a chat session, a chat window opens and gives a status on where you are in the queue. The chat window allows you to discuss your issue with a technician, and it also allows you to send files to the engineer.

With your permission, McAfee technical support technicians can also open a remote control/share connection to view your desktop and work directly with you to diagnose and resolve issues.

Phone Support

McAfee Gold Business Support provides telephone access to our technical support technicians 24 hours a day, 365 days a year. Commercially reasonable effort is made to provide local language support in most countries during business hours, and in English at other times. Local language phone support my not be available for all products. To use phone support you will be asked to provide your McAfee Grant number.

Check the McAfee website at https://www.mcafee.com/us/about/contact/index.html for the latest Technical Support telephone numbers for your country.

Quality assurance through our Witness program

McAfee Technical Support strives to provide the best possible service and has invested in a comprehensive call management tool that enables management and the business excellence team to recover all details regarding a specific case. The Witness tool records data as it is entered into our system, including engineers' keystrokes and mouse positions, and it synchronizes this with the recorded call or chat session. This information is used to provide feedback to our engineers for training on best practices.

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Customer Feedback Program

McAfee is committed to delivering world-class customer service and support and has partnered with industry leader Walker Information as part of our Customer Feedback Program.

Customer Satisfaction Surveys are sent out at the closure of service requests in the form of a web-based survey delivered via an email invitation from support@walkerinfo.com. Not all service requests will generate surveys to limit the number of emails sent to a given customer.

The information in the survey is confidential and is used only for improvements in the service that McAfee provides and to ensure that you are satisfied with the service you received. Survey information is not shared with any entity outside of McAfee.

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Response Charter

McAfee Gold Business Support customer Service Requests begin at the Tier I support level and are assigned a Service Request number to manage the resolution of the issue. We attempt to resolve every issue on the first call. Unresolved customer issues are evaluated based on severity and priority of resolution. Based on this information, they are assigned an impact level value.

If tier resources have been exhausted or the issue is assigned a high-impact level, it is escalated to successive tiers as needed for resolution. Each tier in the McAfee Support organization will use all available resources to resolve the customer issue. These processes apply to all Service Requests that are escalated within the McAfee Technical Support organization.

Escalation and response times

Depending on the severity level, the McAfee response charter sets out clear guidelines as to how frequently you'll be contacted by our technicians about the status of a service request. The charter also provides the maximum duration a Service Request can be open before it is automatically escalated to the next tier.

Severity	Tier I Response (Phone)	Tier I Escalation to Tier II	Tier II Escalation to Tier III	Tier III Escalation to Development	Status Updates
1. Business has stopped	Average under 5 minutes	30 minutes	30 minutes	4 hours	Continuous phone bridge
2. Business is severely impeded	Average under 5 minutes	2 hours	2 hours	6 hours	Hourly
3. Business impeded but functioning	Average under 5 minutes	3 days	5 days	5 days	Daily
4. Business not affected, symptoms exist	Average under 5 minutes	10 days	15 days	25 days	Weekly
5. Request for information	Average under 5 minutes	15 days	20 days	30 days	Every two weeks

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Severity definitions

McAfee defines the “severity” of an issue based on how it impacts your ability to conduct business. A severity code is associated with all service requests, failures, and enhancement requests to indicate the impact and the urgency of the request.

Severity 1—Business has stopped

- Your organization cannot conduct business or business is severely impacted
- The product is not functioning
- Internet connectivity or email flow has stopped
- Your organization is unable to provide available virus protection to the network
- There is no viable workaround for this issue

Severity 2—Business is severely impeded

- Your organization’s business is impeded but can continue to operate
- A major product feature, such as reporting or updating, is not functioning
- There are widespread symptoms across your organization’s infrastructure
- Issues include installation failures, conflicts with major brand software, or specific email flow problems
- Your organization is generally able to provide available virus protection to the network, but specific resources cannot be updated

Severity 3—Business is impacted, but your organization can function normally

- Your organization’s ability to conduct business is not affected
- Symptoms affect a single system or isolated parts of the environment
- Specific functionality is not working

Severity 4—Business is not affected, but there are noticeable problems

- Your organization’s ability to conduct business is not affected
- Symptoms affect only a few systems
- Functionality loss has an easy workaround

Severity 5—Requests for information or feature modifications

- Requests for product documentation or other information that does not require troubleshooting and issue resolution
- Requests for modifications to the functionality or design of McAfee products

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Premium Support Offerings

McAfee strives to provide the highest level of service with McAfee Gold Business support but some customers with complex or mission critical environments can reduce their own internal support costs by choosing a more proactive and personalized support solution.

Gold Enhanced Business Support

Ideally suited for businesses with more complex security environments that could normally take longer to identify root causes and resolve problems. Gold Enhanced Business Support provides all of the benefits of Gold Business Support, but also included direct access to Product Specialists. Their expertise and security knowledge ensure that your complex issues are resolved quickly to minimize risk to your business.

Platinum Enterprise Support

Enterprises worried about business continuity and compliance need a higher level of accountability and predictive support. An assigned Support Account Manager (SAM) provides personalized support, risk assessments, proactive advice, and escalation for complex technical issues. Customers also gain the benefit of direct access to Product Specialists for detailed technical assistance on their products.

Platinum Global Enterprise Support

Platinum Global Enterprise Support is ideal for multi-national organizations centrally managed from a headquarters location. An assigned Global Support Account Manager provides centralized account management in addition to Product Specialists in each region. By leveraging our support Product Specialists worldwide, we resolve issues faster, anytime, anywhere. We will provide you with complete product, technical, and problem-solving expertise when and where you need it.

Platinum Large Enterprise Support

Tailored to large and complex organizations focused on minimizing disruptions and reducing their total cost of ownership. The Large Support Account Manager acts as an extension to your IT security team, working closely with them on solutions planning assistance, pre-emptive advice, and direct intercession on your behalf for the fastest possible resolution to complex technical issues. Assigned Product Specialists are on call to provide detailed technical assistance when required.

Platinum Resident Enterprise Support

Organizations requiring the highest level of pre-emptive assistance to manage their complex environments gain significant benefit from a dedicated Resident Support Account Manager or Product Specialist embedded with their IT security team. An onsite expert can engage directly with pre-deployment planning and best practice to maximize protection and minimize risk.

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Additional Services

Solution Services

Many customers do not have the time or resources to fully deploy their security products, McAfee Professional Services can help you quickly realize the full value of your McAfee security solution and accelerating your return on investment. Additionally an improperly configured security product could result in reduced protection, increased vulnerability to attack and degradation of system performance. McAfee Professional Services consultants provide onsite assistance utilizing their extensive experience in deploying McAfee products

http://www.mcafee.com/us/services/solution-services/index.aspx

Quickstart Services

Smaller organizations can use benefit of security experts for installation, deployment, configuration, or fine-tuning assistance with McAfee's Quickstart services. These experts can remotely connect to your system and take the effort out of implementing, optimizing and configuring your McAfee security solutions

http://www.mcafeequickstart.com/

McAfee Product Education

Learn the real-world skills you need to effectively fight today's attacks and tomorrow's threats. McAfee Product Education combines hands-on experience with expert instruction so you can get the most from your McAfee security products.

http://www.mcafee.com/us/services/solution-services/index.aspx

Foundstone Consulting

Foundstone is the pre-eminent leader in network security consulting, serving hundreds of high profile organizations in the Fortune 500, federal and state governments, and the military. Our bonded consultants are recognized experts, educators, and technical authors who can assist in Network Assessments, Health checks and Software and Application Services (SASS)

http://www.mcafee.com/us/services/mcafee-foundstone-practice.aspx

Strategic Security Education

Give your in-house security team the tools and methodologies they need to defend your business. Foundstone combines interactive classroom demonstrations with hands-on labs. Your students leave armed with a real-world understanding of critical security issues, and how to address them.

http://www.mcafee.com/us/services/strategic-security-education/index.aspx

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